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November 2018

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A, Alagu and S, Thanuskodi, "User Perception of Electronic Information Resources: A Case Study of Alagappa College of Arts and Science, Tamilnadu, India" (2018). *Library Philosophy and Practice (e-journal)*. 1909.
<http://digitalcommons.unl.edu/libphilprac/1909>

User Perception of Electronic Information Resources: A Case Study of Alagappa College of Arts and Science, Tamilnadu, India

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ABSTRACT

This study investigated the use and user perception of electronic Information resources of Alagappa College of Arts and science. It also examined students' awareness of e-resources and satisfaction level; problems are faced by users while using e-resources. The sample consists of 80 respondents drawn respectively from a population of 120 from the college. Descriptive survey method was used to draw data through the Alagappa College of Arts and Science Library questionnaire on Electronic Information Resources in the study. The data collected were analyzed using simple percentages. It was found that majority of respondents have low knowledge of e-resources, they may be use university library it will be get more number of e-resources. The study concludes that user low awareness of e-resources and moderate level of satisfaction.

Keyword: User Perception, electronic information resources, Internet, Search Engine, User Study.

1. INTRODUCTION

Libraries all over the world make available a wide diversity of electronic information sources for use by the various students and staff in their respective institutions. These e-resources form an essential part of the reference services provided by the university libraries. But provision is only part of the equation; resources must be utilized by staff and students at undergraduate and postgraduate levels. Postgraduate education (or graduate education in North America) involves learning and studying for degrees or other qualifications for which a first or Bachelor's degree generally is required, and is normally considered to be part of higher education.

Electronic resources are the electronic representation of information. There are available in various forms like e-books, digital libraries, online journal magazine, and e-learning tutors and on line test. Because of the effective presentation with multimedia tools, these e-resources have become the source of information. Electronic resources delivers the collection of information as full text databases, e-journals, image collections, multimedia in the form of CD, tape, internet, web technology etc.(Thanuskodi , 2012,p.1).

2. STATEMENT OF THE PROBLEM

The use of e-resources for research is an important basis for academic movement. The e-resources are accessible on the Internet and on stand-alone systems at the E-library. Access codes to the subscribed e-resources are given to registered library users. This study explores student's use of e-resources for research and reason and purpose behind the use of e-resources.

3. SCOPE OF THE STUDY

The present study was deals with use and user Perception of electronic Information resources in Alagappa college of Arts and Science at Tamilnadu. Detailed analysis can be taken to see the impact of technology on library usage. Finally investigator beliefs that studies are needed on ways to improve and encourage users to use maximum of electronic information resources. The results will help collection developers in designing suitable policy and assess the technical workings faced by the library staff in providing effective.

4. REVIEW OF LITERATURE

Chandran (2013) conducted a study on the use and user perception of electronic resources in Siva Institute of Frontier Technology, India. A total number of 123 users were taken into interpretation for the study through a questionnaire-based survey method. A well-structured questionnaire was designed and distributed to the selected 200 students and staff members. 123 copies of the questionnaires were returned dully filled in and the overall response rate was 61.50 percent. The questionnaire contained both open- and close-ended questions.

Engel (2010) carried out a study on the quantitative and qualitative research into the use of electronic information resources and its impact on the information behaviour of academics at Catalan universities. Participants thorough the increase in the quantity of journal reading and, due to the increase in the amount of electronic journals available and the improvement in the tools for locating and accessing this information, especially off – campus access.

Ibrahim (2004) in a survey conducted to measure the use and perception of the United Arab Emirates University (UAEU) faculty members of electronic resources. Questionnaire was sent to a sample of 140 faculty members. Participants were received from 125 (89%) faculty

members. Analysis confirmed frequency of use of electronic resources was low. Causes cited were lack of time because of the time needed to focus on teaching; lack of awareness to electronic resources provided by the library.

Prakash and Patil (2010) conducted a study to find out the results of a research study conducted to survey the user perception on information sources and services. It describes the availability and use of information sources by the post graduate students and research scholars of the Central university of Karnataka, Kerala and Tamil Nadu. The study concludes by recommending that, it is the responsibility of library staff and faculty members of the university to procure in need and relevant sources of information with required format in the scope ICT developments.

5. OBJECTIVES OF THE STUDY

The present study was an attempt to find out the access, use and user Perception of electronic resources by the Alagappa College of Arts and Science. The study was designed & conducted to achieve the following objectives:

- To assess the current use of electronic resources by PG students and M. Phil Scholar.
- To find out the level of awareness of electronic resources.
- To find out the main reason and purpose behind the use of e-resources.
- To find out the frequency of accessing e-resources.
- To find the level of satisfaction with existing information sources
- To find the suggestions for development of library resources
- To know the user's perception of e-resources in meeting their information needs.
- To know the purpose of using information resources

6. METHODOLOGY

The survey research design was used for the study. The total population includes 120 registered users of the library made up of students from various departments, 34 UG students 26 Post Graduate students, 20 MPhil Scholar, postgraduate students. A questionnaire has been prepared in such a way that the respondents might easily understand the items. A total number of 120 questionnaires were distributed among the respondents. The investigator could collect questionnaires from only 80 out of 120 respondents among whom the questionnaires were distributed. This constitutes 66.67% (80/120) of the total response.

7. DATA ANALYSIS AND DISCUSSION

This study is based on Survey (questionnaire) Method. A structured Questionnaire was designed to collect data from students and M. Phil scholar in Alagappa Arts & Science College in Tamilnadu, keeping in mind the basic objectives of the study.

7.1 Population Study

Table 7.1: Gender wise distribution of Respondents

Gender	Respondents	Percentage
Male	15	18.75
Female	65	81.25
Total	80	100

The above table 7.1 depicts that gender wise distribution of respondent of Alagappa Arts & Science students in Karaikudi by Electronic information resources. Maximum of the 65 Female out of 80 and 15 Students are Male.

Table 7.2: User categories

User Category	Respondents	Percentage
UG	34	42.5
PG	26	32.5
M.Phil	20	25
Total	80	100

The table 7.2 shows that 34(42.5%) respondents were undergraduate students, 26 (32.5%) were postgraduate students and 20 (25%) were M.Phil. students.

Table 7.3: Distribution of Respondents by Age

Age	Respondents	Percentage
below 20	36	45
21-30	39	48.75
31-40	4	5
above 40	0	0
Total	80	100

The table 7.3 revealed that 39(48.75%) respondents were in the age group of 21-30, followed by 36(45%) respondents below 20, 4 (5%) in the age group of 31-4, and then 0 older than 40 years.

7.4 Awareness about E-Resources

Table 7.4: Awareness of E-Resources

Awareness	Respondents	Percentage
Yes	68	85
No	12	15
Total	80	100

The table 7.4 indicated that 68 (85%) respondents were aware of the electronic resources available from the library and only 12(15%) were not aware of it. It is a positive sign towards the use of the electronic resource by the SIFT user community.

Table 7.5: Types of E-Resources used

E-Resources	No of Respondents	Percentage
E-Journal	29	36.25
E-Books	37	46.25
E-desserts	1	1.25
E-Prints	3	3.75
E-databases	4	5
E-thesis	6	7.5
Total	80	100

The table 7.5 show that E-journal and E- books were the most used electronic resources by the respondents (36,46.25%) and (29,36.25%) respectively, followed by E-thesis (6,7.5%) , E-prints (3,3.75%),E-databases (4,5%), E-desserts (1,1.25%).

7.6 Frequency of UsingE-resources

Table 7.6: Frequency of Accessing E-Resources

Frequency of E-Resources	No. of Respondents	Percentage
Every day	28	35
Once a week	16	20
Twice a week	18	22.5
Once a month or less	10	12.5
Rarely	6	7.5
Total	80	100

The table 7.6 illustrated that the maximum 28 (35%) respondents accessed electronic resources every day, followed by 18 (22.5%) twice a week, and 16(20%) once a week, and 10(12.5%) once a month or less, only 6(7.5%)respondents used electronic resources rarely.

7.7 Purpose of Using E-Resources

Table 7.7: Purpose of Using E-Resources

Purpose	Respondents	Percentage
To write Article	20	25
To prepare study note	18	22.5
To prepare project	25	31.25
To prepare for seminars/assignment	5	6.25
To write book reviews	7	8.75
To obtain general knowledge	5	6.25
Total	80	100

The table 7.7 show that 25(31.25%) respondents used electronic resources to prepare for projects, followed by 20(25%) to write articles, 18(22.5%) to prepare study notes, 7(8.75%) to write book reviews, only 5(6.25%) of respondents used electronic resources to prepare seminars/assignment, 5(6.25%) to obtain generalknowledge.

7.8 Frequency of UsingE-resources

Table 7.8: Time Spent on Accessing E-Resources

Time Spent	No. of Respondents	Percentage
0-1 hour	30	37.5
1-2 hours	25	31.25
2-3 hours	20	25
more than 3 hours	5	6.25
Total	80	100

The table 7.8 show that 30(37.5%) respondents spent on 0-1 hour on accessing electronic resources, followed by 25(31.25%) spent 1-2 hours, And 20(25%) spent 2-3 hours, only 5(.25%) respondents spent more than 3 hours on accessing electronic resources.

Table 7.9: Learn of E-Resources

Use of E-resources	Respondents	Percentage
Self-study (Articles,etc)	25	31.25

College	50	62.5
Formal training	5	6.25
Total	80	100

The table 7.9 revealed that 50(62.5%) respondents college on learn to Electronic resources, followed by 25(31.25%) self-study, only 5(6.25%) respondents formal training for learn to electronic resources.

Table 7.10: Facility to use electronic Resources

Facility	No. of Respondents	Percentage
Home	22	27.5
Department	37	46.25
Net Café	17	21.25
Hostel	4	5
Total	80	100

The table 7.10 show that 37(46.25%) respondent's use of department in used facility of electronic resources, followed by 22(27.5%) use home, and 17(21.25%)used for net cafe, only 4 (5%)respondents used hostel facility of electronicresources.

7.11 Satisfaction of Accessing E-resources

Table 7.11: Relevance of E-Resources

Satisfaction Level	No. of Respondents	Percentage
Highly Satisfied	16	20
Satisfied	42	52.5
Moderate Satisfied	8	10
Low Satisfied	14	17.5
Total	80	100

The table 7.11 show that the majority 42(52.5%) respondents were satisfied with the relevance of the electronic resources, followed by 16 (20%) highly satisfied, and 14(17.5%) low satisfied, only 8(10%) respondents were moderatesatisfied.

Table 7.12: Importance of E-Resources

Importance of e-resources	Respondents	Percentage
Very important	35	43.75
Important	45	56.25
Not Important	0	0
Total	80	100

The table 7.12 shows that the majority 45(56.25%) respondents were importance with the electronic resources, followed by 35(43.75%) very importance.

Table 7.13: Competences of E-resources

Competence	Respondents	Percentage
CD-ROM databases	2	25
Internet web resources	8	10
E-mail	37	46.25
Search engines	15	18.75
Online databases	18	22.5
Total	80	100

The table 7.13 shows that the E- Mail and Online Database were most used electronic resources by respondents (37,46.25%) ,(18, 22.5%) respectively, followed by internet web resources (8, 19%) and Search engines (15, 18.75%) , CD-ROM databases (2,25%).

Table 7.14: Issues with facing E-Resources

Issues	Respondents	Percentage
Insufficient infrastructure	12	15
Insufficient training	30	37.5
Slow speed access	28	35
Lack of E-resources	10	12.5
Total	80	100

The table 7.14 shows that the 30 (37.5%) respondents faced with issues of insufficient training of electronic resources, followed by 28(35%) with the issue of slow speed access, and 12(15%) with the issue of insufficient infrastructure, only 10(12.5%) respondents with the issues of not having the electronic resources theyneeded.

Table 7.15: Searching information through internet

Searching	Respondents	Percentage
Use search engine	39	48.75
From the web address directly	10	12.5
Use subscribed databases	23	28.75
Others	8	10
Total	80	100

The table 7.15 shows the search information through internet adopted by the respondents. The 39 (48.25%) respondents use search engine various search engine available, (Google, yahoo etc...) for searching their information and 23 respondents use field searching for their search.

Table 7.16: Related of subject in E-resources

Use of e-resources	Respondents	Percentage
Excellent	11	13.75
Good	55	68.75
Average	10	12.5
Poor	4	5.00
Total	80	100

The table 7.16 illustrates the respondent's level of using electronic information resources 68.75% of the respondents 55 express that they are Good with the using the e – resources and 11 (13.75%) students responded that they are using excellent and 10 (12.5%) responded that they are Average , (5%) of the respondents 4 responded that it is poor.

8. SUGGESTIONS

Some of the suggestions given by the respondents are:

- They should provide more training programmes
- It can extend its services to more number of e-resources
- A surveillance system to identify which journals not as much of used by students so that they can be cancelled and other resources can be subscribed.

9. CONCLUSION

The electronic information resources are services the faculties, research scholars and students in the college level. This study shows the use e- resources which are very common among the teachers, research scholar and students of Alagappa College of Arts and Science College in karaikudi. This study focuses the majority of M. Phil Scholar and PG Students are depend on e- resources to get the desired and relevant information for their research. but practical use e- resources is not up –to the worth in comparison to UGC investment made in acquiring these resources ; secondly infrastructure and training programs should also be revised as per requirements. It is observed that the availability of e- resources in the campus is almost sufficient for all the existing disciplines but the infrastructure to use these resources is not adequate and can hinder the ability to meet the requirement of users.

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